WHAT IS CLAIMED IS:

1   1.   A method comprising:

2   providing an automated option via a first communication channel during first communication

3   between a server and the first communication channel;

4   determining that a second communication between the server and a second communication

5   channel is related to the first communication;

6   and

7   via the second communication channel, providing an automated suggestion to select the

8   automated option.

1   2.   The method of claim 1 further comprising:

2   obtaining a first identifier for first data related to the first communication;

3   obtaining a second identifier for second data related to the second communication;

4   if the first identifier and the second identifier are the same,

5   using at least one of the first data and the second data to perform an action during at

6   least one of the first communication and the second communication.

1   3.   The method of claim 2 wherein

2   at least one of the first data and the second data comprises a diagnostic code, and

3   the action comprises providing second information decoded from the diagnostic code.

1   4.   The method of claim 3 wherein

2   the second information comprises at least one of

3   telemetry data, and

4   diagnostic information.

1   5.   The method of claim 3 further comprising:

2   providing the second information for viewing.

1   6.   The method of claim 2 wherein

2   the action comprises

3   providing third data obtained using at least one of the first identifier and the second

4   identifier.

1   7.   The method of claim 2 wherein

2   the action comprises

3   providing a second automated option during at least one of the first communication

4   and the second communication.

1   8.   The method of claim 2 wherein

2   the action comprises

3   providing a second automated suggestion to select a second automated option

4   provided during at least one of the first communication and the second

5   communication.

1   9.   The method of claim 1 wherein

2   the first communication channel is of a first type,

3   the second communication channel is of a second type, and

4   the first type and the second type are different.

1   10.   The method of claim 2 wherein

2   the providing the automated option comprises

3   determining the automated option by evaluating at least one of the first data and the

4   second data.

1   11.   The method of claim 2 wherein

2   the first data are unavailable via the second communication channel, and

3   the second data are unavailable via the first communication channel.

1   12.   The method of claim 2 wherein

2   at least one of the first data and the second data comprises diagnostic information for a

3   problem with the problem entity.

1   13.   The method of claim 2 wherein

2   at least one of the first data and the second data comprises information for identifying the

3   problem entity.

1   14.   The method of claim 1, wherein

2   a first one of the first and second communication channels is a telephone channel; and

3   a second one of the first and second communication channels is a web channel.

1   15.   The method of claim 1 wherein

2   the second communication channel comprises

3   a voice application, and

4   the providing the automated suggestion is performed by the voice application.

1   16.   The method of claim 15 wherein

2   the voice application interacts with an interactive voice response application to receive a

3   voice signal.

1   17.   The method of claim 1 wherein

2   the automated option is a solution to a problem with a problem entity, and

3   the first communication and the second communication provide data about the problem with

4   the problem entity.

1   18.   The method of claim 1 further comprising:

2   gathering data related to a problem with a problem entity via at least one of the first

3   communication channel and the second communication channel.

1   19.   A system comprising:

2   first providing means for providing an automated option via a first communication channel

3   during first communication between a server and the first communication channel;

4   determining means for determining that a second communication between the server and a

5   second communication channel is related to the first communication;

6   and

7   second providing means for providing an automated suggestion to select the automated

8   option, wherein

9   the automated suggestion is provided via the second communication channel.

1   20.   The system of claim 19 further comprising:

2   first obtaining means for obtaining a first identifier for first data related to the first

3   communication;

4   second obtaining means for obtaining a second identifier for second data related to the second

5   communication;

6 using means for using at least one of the first data and the second data to perform an action

7   during at least one of the first communication and the second communication if the

8   first identifier and the second identifier are the same.

1   21. The system of claim 20 further comprising:

2 third providing means for providing second information decoded from a diagnostic code,

3   wherein

4   at least one of the first data and the second data comprises the diagnostic code.

1   22. The system of claim 20 further comprising:

2 third providing means for providing third data obtained using at least one of the first

3   identifier and the second identifier.

1   23. The system of claim 20 further comprising:

2 third providing means for providing a second automated option during at least one of the first

3   communication and the second communication.

1   24. The system of claim 20 further comprising:

2 third providing means for providing a second automated suggestion to select a second

3   automated option provided during at least one of the first communication and the

4   second communication.

1   25. A system comprising:

2 a first providing module configured to provide an automated option via a first communication

3   channel during first communication between a server and the first communication

4   channel;

5 a determining module configured to determine that a second communication between the

6   server and a second communication channel is related to the first communication;

7 and

8 a second providing module configured to provide an automated suggestion to select the

9   automated option, wherein

10   the automated suggestion is provided via the second communication channel.

1   26. The system of claim 25 further comprising:

2 a first obtaining module configured to obtain a first identifier for first data related to the first

3   communication;

4   a second obtaining module configured to obtain a second identifier for second data related to

5   the second communication;

6   a using module configured to use at least one of the first data and the second data to perform

7   an action during at least one of the first communication and the second

8   communication if the first identifier and the second identifier are the same.

1   27.   The system of claim 26 further comprising:

2   a third providing module configured to provide second information decoded from a

3   diagnostic code, wherein

4   at least one of the first data and the second data comprises the diagnostic code.

1   28.   The system of claim 26 further comprising:

2   a third providing module configured to provide third data obtained using at least one of the

3   first identifier and the second identifier.

1   29.   The system of claim 26 further comprising:

2   a third providing module configured to provide a second automated option during at least one

3   of the first communication and the second communication.

1   30.   The system of claim 26 further comprising:

2   a third providing module configured to provide a second automated suggestion to select a

3   second automated option provided during at least one of the first communication and

4   the second communication.

1   31.   A computer-readable medium comprising:

2   first providing instructions configured to provide an automated option via a first

3   communication channel during first communication between a server and the first

4   communication channel;

5   determining instructions configured to determine that a second communication between the

6   server and a second communication channel is related to the first communication;

7   and

8   second providing instructions configured to provide an automated suggestion to select the

9   automated option, wherein

10   the automated suggestion is provided via the second communication channel.

1   32.   The computer-readable medium of claim 31 further comprising:

2   first obtaining instructions configured to obtain a first identifier for first data related to the

3   first communication;

4   second obtaining instructions configured to obtain a second identifier for second data related

5   to the second communication;

6   using instructions configured to use at least one of the first data and the second data to

7   perform an action during at least one of the first communication and the second

8   communication if the first identifier and the second identifier are the same.

1   33.   The computer-readable medium of claim 32 further comprising:

2   third providing instructions configured to provide second information decoded from a

3   diagnostic code, wherein

4   at least one of the first data and the second data comprises the diagnostic code.

1   34.   The computer-readable medium of claim 32 further comprising:

2   third providing instructions configured to provide third data obtained using at least one of the

3   first identifier and the second identifier.

1   35.   The computer-readable medium of claim 32 further comprising:

2   third providing instructions configured to provide a second automated option during at least

3   one of the first communication and the second communication.

1   36.   The computer-readable medium of claim 32 further comprising:

2   third providing instructions configured to provide a second automated suggestion to select a

3   second automated option provided during at least one of the first communication and

4   the second communication.

1   37.   A computer system comprising:

2   a processor for executing instructions; and

3   a memory to store the instructions, wherein the instructions comprise

4   first providing instructions configured to provide an automated option via a first

5   communication channel during first communication between a server and the

6   first communication channel;

7   determining instructions configured to determine that a second communication

8   between the server and a second communication channel is related to the first

9   communication;

10   and

11   second providing instructions configured to provide an automated suggestion to select

12   the automated option, wherein

13   the automated suggestion is provided via the second communication channel.

1   38.   The computer system of claim 37 wherein the instructions further comprise:

2   first obtaining instructions configured to obtain a first identifier for first data related to the

3   first communication;

4   second obtaining instructions configured to obtain a second identifier for second data related

5   to the second communication;

6   using instructions configured to use at least one of the first data and the second data to

7   perform an action during at least one of the first communication and the second

8   communication if the first identifier and the second identifier are the same.

1   39.   The computer system of claim 38 wherein the instructions further comprise:

2   third providing instructions configured to provide second information decoded from a

3   diagnostic code, wherein

4   at least one of the first data and the second data comprises the diagnostic code.

1   40.   The computer system of claim 38 wherein the instructions further comprise:

2   third providing instructions configured to provide third data obtained using at least one of the

3   first identifier and the second identifier.

1   41.   The computer system of claim 38 wherein the instructions further comprise:

2   third providing instructions configured to provide a second automated option during at least

3   one of the first communication and the second communication.

1   42.   The computer system of claim 38 wherein the instructions further comprise:

2   third providing instructions configured to provide a second automated suggestion to select a

3   second automated option provided during at least one of the first communication and

4   the second communication.